



FOR IMMEDIATE RELEASE

Mt.Gox's February 21st, Downtime Explanation

TOKYO, JAPAN - February 21, 2012 - We would like to communicate that no data was lost, or stolen during this incident.

On February 21 at approximately 3pm JST, Mt.Gox and other websites hosted by Mt.Gox suffered an unplanned outage caused by a Kernel Panic on our main server.

Our system is configured so that a switch-over to our backup server should occur in such an incident, however we were caught off guard as this server is currently having upgrades performed.

A summary of actions taken to resolve the issue is as follows:

Our support deliver and management group requested immediately for the server to be rebooted by our provider in Texas. Once the main server was back online we found that its file system was corrupted on one drive. After a careful inspection of the file system we decided to update the server's kernel to its latest stable version to avoid any further downtime as we weren't certain what caused the kernel panic.

While we understand how disruptive this downtime has been for our users, we would like to again reassure all our customers and the Bitcoin community that no data has been lost, leaked, or compromised and that the delay in getting things back online is due to having to re-compile a new Kernel and revert to offsite backups.

On behalf of Mt.Gox's staff and Mark Karpeles we would like to sincerely apologize for the inconvenience. Please rest assure that we will look at alternative solutions to prevent such incidents in the future.

Regards,
Mt.Gox Co. Ltd Team.

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